



Impact TN Frequently Asked Questions

Impact TN Overview

1. What is Impact TN?

- Impact TN is a web-based, visualization tool designed for Tennessee educators that displays a summary of student data from a district's student information system and other state sources.
- Impact TN includes the following main sections:
 - District information, which includes contact information, district characteristics, a school list, and student demographics.
 - School information, which includes contact information, student demographics, students by grades, and staff and teacher lists.
 - The academic dashboard, which includes student attendance and discipline incidents, state standardized assessments (TCAP and EOCs), and grades and credits.
 - Goal planning options for administrators, which include goals for student attendance and discipline, state assessments, and grades and credits.

2. Who developed Impact TN?

- The department developed Impact TN with input from various stakeholders throughout the state. Double Line Partners provided early development support. However, the software is now fully managed by the department.

3. How can I use Impact TN?

- District and school administrators may use the data to monitor and analyze student attendance, discipline, grades, and performance on state assessments. They may also use the data for decision making, planning, and setting goals.

- Teachers may look up individual students. Impact TN data can be used to spot trends, group students that may require additional behavior or instructional support, and allow for ongoing monitoring of progress.
4. How long has Impact TN been around?
 - Planning and development for Impact TN began during Tennessee's First to the Top award in 2012.
 5. Do all school districts have access to Impact TN?
 - All districts that are sending their data to the department via Ed-Fi can have access to Impact TN. All districts can be set up to send their data via Ed-Fi.

Getting Started: Access to Impact TN

1. How do I log in?
 - Impact TN is a web-based system. You can access it via the following web address: <https://educatordashboards.tnedu.gov>. Once there, select "TN SSO" and input your credentials. If you are already logged in to a Microsoft account in your browser, it is recommended that you use a different browser and/or use a private or incognito window to sign in to avoid conflicts with other Microsoft accounts.
2. How do I receive my log-in credentials?
 - Once your district has agreed to fully activate Impact TN, you should receive an email with your log-in credentials. If you have not received an email with login information, please contact your district Student Information System (SIS) manager. If you've received your state Single Sign On (SSO) credentials, you may use that login to access Impact TN.
3. Who has access to the Impact TN information?
 - Districts may provide access to Impact TN to teachers, administrators, school counselors, attendance officers, central office staff, and other personnel. If you do not think you have access to the correct information in Impact TN, please contact your district Student Information System (SIS) manager.
4. Will parents and students have access to the Impact TN site?

- No. Impact TN is a tool for teachers, administrators, school counselors, and central office staff.

Impact TN Data

1. What data is currently available?

- Impact TN currently displays student attendance, discipline, enrollment, student demographic information, staff and teacher information, grades and credits, and limited state standardized assessment performance data from 2014-15 in English language arts, math, and science. Students who took EOC assessments in 2015-16 will have data for those exams.

2. What are the sources of the data in Impact TN?

- The data displayed in Impact TN comes directly from your district's Student Information System (SIS) and the department. For example, attendance data from your district's student information system (SIS) are uploaded to Impact TN. The state assessment data is entered by the department. Impact TN data is view-only and is not editable by the end user.

3. How often are Impact TN data updated?

- The Impact TN dashboard pulls data on a regular basis from the district's SIS. Information such as student attendance, discipline, enrollment, student demographic information, and staff and teacher information is scheduled to be refreshed nightly. Time-bound items, such as end-of-semester grades or state assessment data, will be loaded only once per grading period or once per year.

4. How long will it take for new/transfer students to be entered into the system?

- Once a new or transfer student is entered into your local SIS, that student's data should be available in Impact TN within 48 hours.

5. Will I be able to see historical data (i.e., the previous semester's data)?

- Yes. Some prior data can be seen for attendance as well as a transcript of grades and credits.

6. What students are included in the calculations?

- All currently enrolled students in a campus are included in any data calculations.

7. I am not sure how Impact TN defines certain terms. Is there a list of terms?

- Yes. For a list of definitions, please refer to the Impact TN Glossary of Terms.

Troubleshooting

1. I'm trying to log in, but I keep getting error messages. What should I do?

- Log out of all other Microsoft accounts, and then delete your cache and cookies.
- If you have another Microsoft account such as Office365, use a separate or private browser window (such as the "Incognito Window" in Chrome) so credentials don't conflict.
- Contact your district Student Information System (SIS) manager.

2. I cannot see my school or my students. What should I do?

- Check to make sure that you are correctly assigned to the appropriate school(s) and students within your Student Information System (SIS). If you are not, contact your district SIS manager.

3. I noticed errors in the data. Who should I contact?

- Your Student Information System (SIS). Since Impact TN only reports data that has already been entered in your SIS, the source of the data in which you are noticing errors will need to be checked by your district SIS manager. For example, if your student attendance data appears incorrect, complete a support ticket in Impact TN by selecting the Support icon at the top of the page or directly contacting your district SIS manager.

4. Whom should I contact for additional training support?

- One or more members of your district have been trained to provide system support. For a list of who you can contact in your district, please contact your SIS Manager.

5. Whom should I contact if I am experiencing technical issues that are not listed here?

- If you are experiencing technical issues, contact your school or district's IT support to see if it is an issue at the school or district level that can be resolved.
- Complete a support ticket in Impact TN by selecting the Support icon at the top of the page in Impact TN, or contact your district SIS manager directly.